MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2210)

BPM2084 – PERFORMANCE MANAGEMENT

(All sections/Groups)

09 FEBRUARY 2023
2.30 p.m – 4.30 p.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 3 pages with 4 questions.
2. Attempt **ALL** questions. The distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

ANSWER ALL QUESTIONS.

QUESTION ONE

As a newly appointed HR Senior Executive, you want to transform your organisation's performance appraisal system into a performance management system. Please write a detailed justification to your company CEO, describing:

a) What is performance management? (5 marks)

b) The importance of performance management for
   i) Employees (10 marks)
   ii) Managers (10 marks)

(Total: 25 marks)

QUESTION TWO

Performance management is an ongoing process including the interrelated components of prerequisites, performance planning, performance execution, performance assessment, performance review, and performance renewal and recontracting.

a) Explain the preparation required for the results, behaviours and development plan in a performance planning stage. (15 marks)

b) How does poor implementation of one phase in the process leave a negative impact on the performance management process as a whole?

(10 marks)

(Total: 25 marks)

QUESTION THREE

When implemented with discipline and focus, a structured performance management approach helps keep everyone aligned with strategic goals. It also focuses people's attention on what needs to get done and when. Without an approach, management can easily get off track and forget to measure and reward what it has told everyone is important.
Based on your understanding, explain what is the most appropriate situation to measure performance through behaviour, results and trait approach.

(25 marks)

(Total: 25 marks)

Continued ...

QUESTION FOUR

a) Your company has decided to implement a 360-degree feedback system. Please give **FIVE (5)** recommendations on what characteristics of a good 360-feedback system that your management should focus on.

(10 marks)

b) Assess the steps that can be taken by supervisors to prevent defensive responses during the performance review meeting.

(15 marks)

(Total: 25 marks)

End of Paper